

MISSION SUPPORT SPECIALIST (GENERALIST)

DEPARTMENT OF HOMELAND SECURITY
Customs and Border Protection

Open & closing dates

🕒 2019-04-19 to 2019-04-25

[? Help](#)

Service

Competitive

Pay scale & grade

GS 9 - 11

Salary

\$51440.00 to \$80912.00 / per year

Salary reflects the Rest of U.S. scale and will be adjusted to meet the locality pay of the duty location upon selection.

Appointment type

Permanent

Work schedule

Full-Time

Locations

[? Help](#)

📍 El Paso, Texas

2 vacancies

📍 Harpers Ferry, West Virginia

4 vacancies

Relocation expenses reimbursed

No

Telework eligible

Yes as determined by agency policy

This job is open to



[Career transition \(CTAP, ICTAP, RPL\)](#)

Federal employees who meet the definition of a "surplus" or "displaced" employee.



[Federal employees - Competitive service](#)

Current or former competitive service federal employees.



[Federal employees - Excepted service](#)

Current excepted service federal employees.



[Veterans](#)

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Duties

Summary

Organizational Location: This position is with the Department of Homeland Security, within U.S. Customs and Border Protection, Office of Training and Development , Advanced Training Center located in Harpers Ferry, WV and HQ Canine Program located in El Paso, TX.

[Learn more about this agency](#)

Responsibilities

This position starts at a salary of \$51,440.00 (GS-9, Step 1) to \$80,912.00 (GS-11, Step 10) with promotion potential to \$96,978 (GS-12 Step 10). In this position you will perform a variety of mission support functions such as:

Coordinating and performing a wide variety of administrative and management services essential to the operations of the academy/division such as personnel, equipment, financial management, contracts, logistics and records management;

Conducting detailed planning to gather, interpret, and disseminate information and data for complex problems, issues and unusual circumstance and determining the most effective and efficient approach to meet customer requirements;

Assisting with the local contract technical representative for services or acquisition contracts to include the development, coordination and execution of pre-award and post-award contracts;

Performing audits, inventory, and reporting status to the Local Property Officer and assisting with the academy/division fleet program utilizing various databases; and

Preparing and delivering statistical, analytical, and various reports and briefings while also completing other duties as required.

Travel Required

Occasional travel

You may be expected to travel for this position.

Supervisory status

No

Promotion Potential

12

Job family (Series)

0301 Miscellaneous Administration And Program

Requirements



Conditions of Employment

You must be a U.S. Citizen to apply for this position

Males born after 12/31/1959 must be registered with Selective Service

Primary U.S. residency for the last three years (additional details below)

You may be required to pass a background investigation and/or polygraph

Upon appointment, you may be required to undergo random drug testing

Qualifications

Experience:

GS-9: You qualify for the GS-9 grade level if you possess 1 year of specialized experience equivalent to at least the next lower grade level, performing duties such as:

- Assisting with supplies and properties including ordering, transferring and excessing property;
- Executing timekeeping functions to include reviewing, amending and certifying work schedules and timely submissions of timecards; and
- Preparing reports utilizing various databases and automated systems for various mission support programs such as payroll, travel, inventory and budget

GS-11: You qualify for the GS-11 grade level if you possess 1 year of specialized experience equivalent to at least the next lower grade level, performing duties such as:

- Assisting with a fleet program including ordering cards, receiving merchandise and inventorying fleet vehicles;
- Facilitating submission of timely personnel-related actions such as promotions, retirements and awards; and
- Performing budget obligations and overseeing expenditures to ensure allocations and expenditures are projected and spent accordingly

Education Substitution: GS-09: A Master's degree, two full years of graduate education, a J.D. or an LL.B. degree from an accredited college or university may substitute for experience required at this level. Check with your school to determine how many credit hours comprise two years of graduate education. If that information is not available, use 36 semester or 54 quarter hours.

GS-11: A Ph.D. or an equivalent doctoral degree, three full years of progressively higher-level graduate education leading to such a degree or an LL.M. degree from an accredited college or university may substitute for experience required at this level. (A course of study in business, international business, or a related field is qualifying.) Check with your school to determine how many credit hours comprise three years of graduate study. If that information is not available, use 54 semester or 81 quarter hours.

Combining Experience and Education:

To combine your education and experience, you must convert each to a percentage, and then add the percentages. The combined total of your percentage of education and experience must equal at least 100% in order to qualify. If your education is currently described in quarter hours, convert the quarter hours into semester hours by multiplying the quarter hours by the fraction $\frac{2}{3}$. To calculate your percentage of graduate education, divide the number of graduate semester hours by 18. To determine

your percentage of qualifying experience, you must divide your total number of months of qualifying experience by the required number of months of experience. Add your percentages of education and experience. The two percentages must total at least 100%.

Experience refers to paid and unpaid experience, including volunteer work done through National Service programs (e.g., Peace Corps, AmeriCorps) and other organizations (e.g., professional; philanthropic; religious; spiritual; community, student, social). Volunteer work helps build critical competencies, knowledge, and skills and can provide valuable training and experience that translates directly to paid employment. You will receive credit for all qualifying experience, including volunteer experience.

You must:

- Meet all qualification requirements, including education if applicable to this position, subject to verification at any stage of the application process; and

- Meet all applicable Time in Grade requirements (current federal employees must have served 52 weeks at the next lower grade or equivalent grade band in the federal service) by 04/25/2019.

In order to be considered for this position, you must complete all required steps in the process. In addition to the application and application questionnaire, this position requires an online assessment. The online assessment measures critical general competencies required to perform the job.

The Office of Personnel Management (OPM) must authorize employment offers made to current or former political appointees. If you are currently, or have been within the last 5 years, a political Schedule A, Schedule C, Non-career SES or Presidential Appointee employee in the Executive Branch, you must disclose this information to the Human Resources Office.

Background Investigation: U.S. Customs and Border Protection (CBP) is a federal law enforcement agency that requires all applicants to undergo a thorough background investigation prior to employment in order to promote the agency's core values of vigilance, service to country, and integrity. During the screening and/or background investigation process, you will be asked questions regarding any felony criminal convictions or current felony charges, the use of illegal drugs (e.g., marijuana, cocaine, heroin, LSD, methamphetamines, ecstasy), and the use of non-prescribed controlled substances including any experimentation, possession, sale, receipt, manufacture, cultivation, production, transfer, shipping, trafficking, or distribution of controlled substances. . For more information visit [this link](#).

Residency: If you are not currently a CBP employee, you must meet one or more of the following primary residency criteria for at least three years prior to applying to this announcement:

1. Resided in the United States or its protectorate or territories (excluding short trips abroad, such as vacations);
2. Worked for the United States government as an employee overseas in a federal or military capacity;
or
3. Been a dependent of a United States federal or military employee serving overseas.

Exceptions may be granted if you provide complete state-side coverage information regarding participation in "Study Abroad" programs, overseas church missions, or state-side addresses of anyone who worked or studied with you overseas. You must provide information and related documentation at the time of application.

Probationary Period: All employees new to the federal government must serve a one year probationary period during the first year of his/her initial permanent federal appointment to determine fitness for continued employment. Current and former federal employees may be required to serve or complete a probationary period.

Agency Career Transition Assistance Program (CTAP) or the Interagency Career Transition Assistance Program (ICTAP) Eligibles: If you have never worked for the Federal Government, you are not CTAP/ICTAP eligible. Information about ICTAP or CTAP eligibility can be found [here](#). You must submit the supporting documents listed in the "Required Documents" section of this announcement. In addition, to be considered well qualified under CTAP/ICTAP, you must possess the knowledge, skills and abilities and/or competencies clearly exceeding the minimum requirements of the position. This will be measured by a score of 85 or higher.

Education

Please see the Qualifications and Required Documents sections for more information if education is applicable to this position.

Additional information

Bargaining Unit: This position is covered under the bargaining unit.

Reasonable Accommodation Requests: If you believe you have a disability (i.e., physical or mental), covered by the Rehabilitation Act of 1973 as amended and Americans with Disabilities Act 1990 as amended, that would interfere with completing the USA Hire Competency Based Assessments, you will be granted the opportunity to request a reasonable accommodation in your online application. Requests for Reasonable Accommodations for the USA Hire Competency Based Assessments and appropriate supporting documentation for Reasonable Accommodation must be received prior to

starting the USA Hire Competency Based Assessments. Decisions on requests for Reasonable Accommodations are made on a case-by-case basis. If you meet the minimum qualifications of the position, after notification of the adjudication of your request, you will receive an email invitation to complete the USA Hire Competency Based Assessments. You must complete all assessments within 48 hours of receiving the URL to access the USA Hire Competency Based Assessments, if you received the link after the close of the announcement. To determine if you need a Reasonable Accommodation, please review the Procedures for Requesting a Reasonable Accommodation for Online Assessments [here](#).

Positions with known promotion potential do not guarantee promotion, nor is the promise of promotion implied.

Telework may be available on a regular recurring or situational basis.

CBP uses E-Verify, an internet-based system, to confirm the eligibility of all newly hired employees to work in the United States. Learn more about [E-Verify](#) including your rights and responsibilities.

Every individual receives a fair opportunity throughout the federal recruitment and hiring process. Learn more [here](#).

Follow U.S. Customs and Border Protection on Twitter [@CustomsBorder](#)

How You Will Be Evaluated

Applicants will only be considered for the Eligibilities for which they claim (and provide supporting documentation) based on the responses provided in the job questionnaire: <https://apply.usastaffing.gov/ViewQuestionnaire/10476503>

We will review your resume and supporting documentation to ensure you meet the basic qualification requirements. If you meet the minimum qualifications, your experience, education and training will be rated using an online self-assessment questionnaire and USA Hire Competency Based Assessment based on the competencies and/or knowledge, skills, and abilities listed below. You will receive a score ranging from 70-100 based on your responses. Your entire application package will then be reviewed. The final determination will be based on all the information provided in your application package.

If you are best qualified, you may be referred to the hiring manager for consideration and may be called for an interview. To preview the job questionnaire, see <https://apply.usastaffing.gov/ViewQuestionnaire/10476503>

Knowledge, Skills, Abilities and Other Characteristics (KSAOs): Candidates who meet the minimum qualification requirements are required to possess certain Knowledge, Skills, Abilities, or Other Characteristics (KSAOs) to successfully perform the functions of this position. Candidates will be asked to demonstrate their attainment of these KSAOs in their resume. The KSAOs are:

Knowledge of the concepts, principles, practices, regulations and policies related to logistics, budget, human resources, compensation, classification, and general administrative guidelines

Ability to work, plan and carry out assignments in conformance with accepted policies and practices independently

Ability to interpret directives, regulations and policies to understand, analyze and evaluate information in order to determine accuracy and make recommendations to improve operations

Ability to communicate orally and in writing in order to direct, explain and guide process changes to a wide variety of people with varying technical expertise, background, organizational knowledge.

Competencies:

Attention to Detail

Customer Service

Decision Making

Flexibility

Integrity/Honesty

Interpersonal Skills

Learning

Reading

Reasoning

Self-Management

Stress Tolerance

Teamwork

Background checks and security clearance

Security clearance

[Not Applicable](#)

Drug test required

No

Required Documents

lp

Your resume: A resume describing your job-related qualifications is required and will be used for the purpose of reviewing your qualifications and determining what training, if any, would be required when placed. A resume in English is required. It must contain your full legal name, address, phone number, complete work history including a detailed description of your duties, the dates you performed those duties (MM/DD/YY), your hours worked per week, job title, as well as series, grade, and salary (if applicable). NOTE: Resumes stored on USAJOBS will not automatically carry over to this announcement. You must upload your resume and any other applicable supporting documentation.

Your responses to the job questionnaire:

<https://apply.usastaffing.gov/ViewQuestionnaire/10476503>

Your responses to the USA Hire Competency Based Assessment

Are you a current or former federal employee? ALL CURRENT AND FORMER FEDERAL EMPLOYEES MUST SUBMIT THE MOST RECENT COPY OF THEIR SF-50 (Notification of Personnel Action) showing competitive status: Tenure 1 or 2 in Block 24 and Position Occupied 1 in Block 34. Additionally, applicants should also submit a SF-50 reflecting the highest grade held on a permanent basis in the competitive service or the full performance level of your current position, whichever is higher, AND a SF-50 to support having met the time-in-grade requirement of having served 52 weeks at the grade level (or equivalent) below the grade level(s) for this position. Current CBP Employees are not required to submit SF-50s, but are highly encouraged to do so, especially if you are using federal experience outside of CBP as your highest full performance level or for meeting this position's time-in-grade requirement.

Are you qualifying based on education? Submit a copy of your college transcript (unofficial is acceptable at this time; however, official copies will be required prior to entrance on duty) or a list of coursework with hours completed provided from the institution. Education must be from an institution accredited by an agency recognized by the U.S. Department of Education. Education obtained from a foreign university or college is not creditable unless it has been evaluated by an organization that specializes in interpretation of education credentials. For a listing of accrediting agencies see www.naces.org

Are you claiming special priority selection rights under the Agency Career Transition Assistance Program (CTAP) or the Interagency Career Transition Assistance Program (ICTAP)? You must submit a separation notice; your most recent SF-50 (noting your current position, grade level and duty location); a current (or last) performance rating of record of at least fully successful or equivalent; an agency certification that you cannot be placed after injury

compensation has been terminated; an OPM notification that your disability annuity has been terminated; or a Military Department of National Guard Bureau notification that you are retired under 5 U.S.C. 8337(h) or 8456.

Are you a veteran? If you are applying under a special veteran appointing authority, you must submit a DD 214 (Member Copy 4-reflecting qualifying medal(s) or service period) and a VA Disability Award letter dated 1991 or later (if applicable). Current federal employees applying under the VEOA authority must submit a qualifying SF-50 to show they meet time-in-grade requirements. If you are currently serving on active duty, you must submit a written statement from the armed forces certifying your dates of service and your rank, expected type of discharge and anticipated date of separation. If you apply with a written statement at this stage, your preference will be verified by a DD 214 (Member Copy 4) upon separation from the military. To learn more click [here](#). **Veterans' preference points are not applicable to Merit Promotion announcements; veterans documentation is required only to verify eligibility.**

Are you a current or former political Schedule A, Schedule C, Non-career SES or Presidential Appointee employee? Submit a copy of your applicable SF-50, along with a statement that provides the following information regarding your most recent political appointment:

Position title

Type of appointment (Schedule A, Schedule C, Non-career SES, or Presidential Appointee)

Agency

Beginning and ending dates of appointment

If you are requesting a reasonable accommodation to the USA Hire Competency Based Assessments, submit documentation to support your request, including the Reasonable Accommodation Request Form found [here](#).

If you are relying on your education to meet qualification requirements:

Education must be accredited by an accrediting institution recognized by the U.S. Department of Education in order for it to be credited towards qualifications. Therefore, provide only the attendance and/or degrees from schools accredited by accrediting institutions recognized by the U. S. Department of Education.

Failure to provide all of the required information as stated in this vacancy announcement may result in an ineligible rating or may affect the overall rating.

Benefits



[Review our benefits](#)

How to Apply



Please upload your resume under "Resume" and any other applicable supporting documents mentioned above under the appropriate Document Type. If your Document Type is not listed, upload as "Other."

You may be asked to provide a copy of your recent performance appraisal and/or incentive awards. Consideration will be given to performance appraisals and incentive awards as an indication of quality prior experience, no points will be assigned.

DHS offers competitive salaries and an attractive benefits package, including: health, dental, vision, life, and long-term care insurance; retirement plan; Thrift Savings Plan [similar to a 401(k)]; Flexible Spending Account; Employee Assistance Program; personal leave days; and paid federal holidays. Other benefits may include: flexible work schedules; telework; tuition reimbursement; transportation subsidies; uniform allowance; health and wellness programs; and fitness centers. DHS is committed to employee development and offers a variety of employee training and developmental opportunities. For more information visit [this link](#). [Disabled veteran leave](#) will be available to any Federal employee hired on or after November 5, 2016, who is a veteran with a service-connected disability rating of 30 percent or more.

Applying to this announcement certifies that you give permission for DHS to share your application with others in DHS for similar positions.

View [common definitions](#) of terms in this announcement.

GS Salary: Visit [this link](#) to view the locality pay tables by geographic area. If you do not see your geographic area listed, select the "Rest of United States" pay table.

To begin your online application, click **"Apply Online"** to create a USAJOBS account and follow the prompts or log in to your existing account. Your application packet must include a completed assessment questionnaire, a resume, and any applicable and/or required supporting documentation. Please see the "Required Documents" section below for additional information. All application materials, including transcripts, must be in English.

Applications and supporting documentation will not be accepted by mail or email. The address below is for inquiries only. You may apply more than once, but the most recent application is the only one that will be used. **You must submit your resume, your online questionnaire, and any supporting documents by 11:59 PM Eastern Time on 04/25/2019.**

After submitting an online application, you will be notified whether or not you are required to take additional online assessments through the USA Hire Competency Based Assessment system. This message will be delivered to you both on screen and via email notification.

If you are asked to take the USA Hire Competency Based Assessments, you will be presented with a unique URL to access the USA Hire system. Access to USA Hire is granted through your USAJOBS login credentials. Be sure to review all instructions prior to beginning your USA Hire Assessments. Note, set aside at least 3 hours to take these assessments; however, most applicants complete the assessments in less time. If you need to stop the assessments and continue at a later time, you can re-use the URL sent to you via email and also found on the Additional Application Information page that can be located in the application record in your USAJOBS account.

To update your application, including supporting documentation, at any time during the announcement open period, return to your [USAJOBS account](#). There you will find a record of your application, the application status, and an option to Update Application. This option will no longer be available once the announcement has closed.

It is your responsibility to verify that any information entered or uploaded is received and is accurate. Human Resources will not modify or change any part of your application. Determining your eligibility and qualifications is dependent on the supporting documentation and information provided, which may impact your referral for further consideration. If a document is not legible, you will not be able to view it in your application and you must again upload it by the closing date.

Agency contact information

 CBP Hiring Center

Phone

[952-857-2932](tel:952-857-2932)

Email

CBPhiring-applicantinquiry@cbp.dhs.gov

Address

Office of Training and Development
CBP Hiring Center
5600 American Boulevard
Suite 700
Bloomington , MN
55437
US

[Learn more about this agency.](#)

Next steps

The open period for this job opportunity announcement may be extended to allow for a sufficient applicant pool.

If you meet the minimum qualifications of this position, you may be presented with instructions on how to access the USA Hire Competency Based Assessments system. These additional online assessments must be completed within 48 hours following the close of this announcement unless you have requested Reasonable Accommodation for the USA Hire Competency Based Assessments. Your results will be kept on record for one year when applying for future jobs that require the same USA Hire Competency Based Assessments.

Once the job opportunity announcement has closed, we will assess your experience and training, identify the best qualified applicants, and refer those applications to the hiring manager for further consideration and interviews. You will be notified by email after each of these steps has been completed. Stay informed of changes to your application status by signing up for automatic email alerts with your [USAJOBS account](#). If you are referred, you will receive a final notification of the disposition of the announcement. We expect to make a tentative job offer within 60 days after the close of the announcement. If you are selected, we may conduct a suitability/security background investigation.

Additional selections may be made beyond the total number of vacancies specified using this vacancy announcement. Further selections may also be made for additional organizational divisions and/or units within the duty location(s) listed above.

If you receive a conditional offer of employment for this position, you will be required to complete an [Optional Form 306](#) (Declaration for Federal Employment), and to sign and certify the accuracy of all information in your application, prior to entry on duty. False statements on any part of the application may result in withdrawal of offer of employment, dismissal after beginning work, fine, or imprisonment.

Any offers of employment made pursuant to this announcement will be consistent with all applicable authorities, including Presidential Memoranda, Executive Orders, interpretive U.S. Office of Management and Budget (OMB) and U.S. Office of Personnel Management (OPM) guidance, and Office of Management and Budget plans and policies concerning hiring. These authorities are subject to change.

The Federal hiring process is setup to be fair and transparent. Please read the following guidance.

Equal Employment Opportunity Policy

The United States Government does not discriminate in employment on the basis of race, color, religion, sex (including pregnancy And gender identity), national origin, political affiliation, sexual orientation, marital status, disability, genetic information, age, membership in an employee organization, retaliation, parental status, military service, or other non-merit factor.

- [Equal Employment Opportunity \(EEO\) office at OPM](#)
- [Office of Equal Opportunity](#)

Reasonable Accommodation Policy

Federal agencies must provide reasonable accommodation to applicants with disabilities where appropriate. Applicants requiring reasonable accommodation for any part of the application and hiring process should contact the hiring agency directly. Determinations on requests for reasonable accommodation will be made on a Case-by-Case basis.

A reasonable accommodation is any change in the workplace or the way things are customarily done that provides an equal employment opportunity to an individual with a disability. Under the Rehabilitation Act of 1973 the Equal Employment Opportunity Commission (EEOC) must provide reasonable accommodations:

- When an applicant with a disability needs an accommodation to have an equal opportunity to compete For a job;
 - When an employee with a disability needs an accommodation to perform the essential functions of the job or To gain access to the workplace; And
 - When an employee with a disability needs an accommodation to enjoy equal access to benefits and privileges of employment (e.g., details, trainings, office-sponsored events).
- [Disability Employment - Reasonable Accommodations](#)
 - [How to contact an agency](#)

Legal and regulatory guidance

[Financial suitability](#)

[Social security number request](#)

[Privacy Act](#)

[Signature & False statements](#)

[Selective Service](#)

[New employee probationary period](#)